



Dave Lambertson
Interim Director

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COUNTY OF LOS ANGELES

Internal Services Department

1100 North Eastern Avenue
Los Angeles, California 90063



Enriching Lives

February 26, 2004

Agenda Date: March 9, 2004

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**REQUEST FOR APPROVAL AND AWARD OF DISASTER RECOVERY SERVICES
CONTRACT TO SUNGARD RECOVERY SERVICES, LP
(ALL SUPERVISORIAL DISTRICTS - 3 VOTES)**

CIO RECOMMENDATION: APPROVE(X) APPROVE WITH MODIFICATION() DISAPPROVE()

IT IS RECOMMENDED THAT YOUR BOARD:

1. Authorize the Interim Director to sign a contract substantially similar to the attached contract with Sungard Recovery Services, LP for disaster recovery services for a term of three (3) years with two (2) one-year renewal options, for an estimated first year cost of \$180,000.
2. Authorize the Interim Director of the Internal Services Department (ISD) or his designee to exercise each of the two one-year extension options at the end of the three-year term and month-to-month extensions not to exceed, in aggregate, six (6) months.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The purpose of this action is to provide continuing access to Disaster Recovery Services for ISD's IBM computer systems housed at the Downey Data Center in the event that the Data Center is not accessible and/or the IBM computer system is inoperable due to a disaster. The IBM systems support mission is critical to applications for ISD, Sheriff, Courts, Assessor and others. The County would suffer irreparable harm if the IBM Data Center was rendered inoperable due to a disaster. The proposed contract would allow ISD to meet its obligation by providing alternate-site data processing facilities at SunGard locations for IBM operations. SunGard will maintain the necessary hardware and software configuration in a ready state to resume conduct of business within 24 hours of the County's declaration of a disaster. These services are currently provided under a contract that expires March 31, 2004.

Implementation Of Strategic Plan Goals

This recommended action supports the County's Strategic Plan Goal No. 3 of Organizational Effectiveness by providing the ability to restore computing services to County departments and clients if a loss of computing ability occurs.

FISCAL IMPACT/FINANCING

The recommended contract establishes a fixed annual subscription fee of \$180,000 to maintain a computer configuration that meets ISD's minimum requirements to run the IBM applications. In the event ISD must utilize the services, the County will be charged for a hot and local recovery site declaration fee as well as daily usage fees. Actual costs incurred will vary depending on the length of time recovery facilities are needed. There are sufficient funds appropriated within the ISD 2003/04 fiscal year budget for the annual subscription fee. ISD costs for the annual subscription fee will be recovered through billings to each County department that utilizes the IBM Data Center. Departments are responsible for ensuring they have adequate funding for their individual usage. The contract contains a Cost of Living Adjustment (COLA) provision consistent with the County's policy on COLAs, which will be invoked only if the County elects to exercise the subsequent option years.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The terms and conditions of the contract have been approved as to form by County Counsel. The recommended contractor has agreed to consider qualified GAIN/GROW participants for employment openings and to comply with the County's Jury Duty Ordinance, the Safely Surrender Baby Law and the County's Child Support Compliance Program. The Child Support Services Department has confirmed that the recommended firms have complied with the requirement to file a Principal Owner Information Form with its office. This is not a Proposition A Contract; therefore, the Living Wage Program (County Code Chapter 2.201) does not apply to the recommended contract. It has been determined that the services under this Agreement do not impact Board Policy No. 5.030, "Low Cost Labor Resource Program", because of the specialized knowledge and training required to perform the work. The contractors will not be asked to perform services, which will exceed the scope of work and contract dates.

CONTRACTING PROCESS

A Request for Proposals (RFP) was released on January 8, 2004 and posted on the Los Angeles County website. A notice of availability was provided to the 42 vendors shown on Attachment 1. The RFP was posted on the County's website, (the printed notice shown in Attachment 2). RFPs were also available at ISD's procurement office.

The Honorable Board of Supervisors
February 26, 2004
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One (1) proposal, from SunGard Recovery Services, LP, was received and reviewed for compliance with the minimum requirement criteria stated in the RFP. An Evaluation Committee comprised of staff from ISD and the Chief Information Office evaluated the response in accordance with criteria set forth in the RFP. The Evaluation Committee met and determined a score for the proposal. The Community Business Enterprise participation information for the recommended contractor is shown in Attachment 3. However, the recommended contractor was selected without regard to gender, race, creed, color or national origin.

ISD and Sungard have been in extensive contract negotiations and Sungard has leveraged their status as the sole respondent to the RFP. As a result, there are provisions in the contract that put a cap on direct damages and eliminate Sungard's liability for consequential damages. The Chief Administrative Office Risk Management Office has approved the proposed contract language.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The recommended contract will provide the availability of Disaster Recovery Services for ISD's IBM systems in the event of a disaster. Some of the applications being supported by the IBM systems are the Sheriff's countywide warrant system, the Courts expanded traffic records system, Assessor's property database, the Treasurer and Tax Collector (TTC) secured tax roll system (STR) and DHS's hospital material management system.

CONCLUSION


The Executive Office, Board of Supervisors, is requested to return one stamped copy of the approved Board letter to the Interim Director, ISD.

Respectfully submitted,



Dave Lambertson
Interim Director

Reviewed by:



JON FULLINWIDER
Chief Information Officer
(See Attached Analysis)

DL:KH:kh

Attachments (3)

c: Chief Administrative Officer
Executive Officer, Board of Supervisors
County Counsel

VENDOR MAILING LIST

COMPANY	CONTACT	ADDRESS	CITY/STATE/ZIP	PHONE	FAX
Archive Management Inc.	Office Manager	6455 Box Springs Blvd.	Riverside, CA 92507		909/656-2520
AT&T Data & IP Services	Office Manager	900 Rte 202/206 N, Rm 3A205C	Bedminster, NJ 07921		908/234-3752
AT&T GIS Business Recovery Group	Office Manager	1611 S. Main St., SDC-3	Dayton, OH 45479		513/449-2599
AT&T Government Markets	Office Manager	1141 Lake Cook Rd., Ste D	Deerfield, IL 60015		847/405-0356
Backup Recovery Services, Inc.	Dennis Friedl	1620 W. Gage Blvd.	Topeka, KS 66618		913/233-6862
Baymountain, Inc.	Office Manager	501 E. Franklin St., #700	Richmond, VA 23219		
Computer Alternative Processing Sites Inc	Office Manager	#1 Enterprise Dr.	Shelton, CT 06484		203/944-9008
Computer Engineering Associates, Inc.	Phil Johnson	8227 Cloverleaf Dr., Ste. 308	Millerville, MD 21108		410/987-6710
Computer Guidance Corp.	Mike Martinez	15035 N. 75th. St.	Scottsdale, AZ 85260		
Computer Solutions, Inc.	John Painter	397 Park Ave.	Orange, NJ 07050		701/672-8069
Datashield, Inc.	Lynn Kaishian	6646 Fairview Ave.	Milwaukee, WI 53213		414/421-9914
Digital Equip. Corp. Bus. Recovery Svs.	Karen Kopke	2 Results Way MR02-3/D6	Marlboro, MA 01752		
DPS Management Consultants	Office Manager	2320 Gravel Dr.	Fort Worth, TX 76116-6950		817/232-4888
DRC Incorporated	Office Manager	5740 Executive Dr., Ste. 111	Baltimore, MD 21228		410/747-8388
DSG	Office Manager	7 Inverness Dr., East	Englewood, CO 80112		
EDS Newtrend Disaster Recovery Svs.	Roger C. Fray	1951 S. Orange Blossom Trail	Apopka, FL 32703		407/880-2917
EMC, Disaster Recovery Services	Office Manager	176 South St.	Hopkinton, MA 01748		
Financial Diversified Services	Office Manager	PO Box 909	Anoka, MN 55303		763/755-9100
FirstMerit Corp.	Office Manager	6625 W. Snowville Rd.	Brecksville, OH 44141-3209		440/838-4037
Hannah Watrous Continuity Strategies	Office Manager	705 N. Mountain Rd., Ste. D110	Newington, CT 06111		860/953-2406
Hollywood Vaults Inc.	Office Manager	742 Seward St.	Hollywood, CA 90038		323/461-6479
IBM Business Comm. & Recovery Svs.	Office Manager	300 Long Meadow Rd.	Sterling Forest, NY 10979		914/759-4690
IBM Business Comm. & Recovery Svs.	Gary Herron	PO Box 2764	Seal Beach, CA 90740		
Implementation & Consulting Svs., Inc.	Office Manager	4661 West Chester Pike	Newtown Square, PA 19073		610/355-7758
Mail-Gard	Office Manager	1044 Pulinski Rd.	Ivyland, PA 18974		215/957-2466
MDY Advanced Technologies, Inc.	Roy Strunin	21-00 Route 208 South	Fair Lawn, NJ 07410		201/797-6852
Mid-Con Data Services, Inc.	Office Manager	3601 S. Broadway, Ste. 1000	Edmond, OK 73013		405/478-4442
MPA Systems, Inc.	Office Manager	PO Box 838 1200 N. Stemmons	Sanger, TX 76266		940/458-2600

VENDOR MAILING LIST

COMPANY	CONTACT	ADDRESS	CITY/STATE/ZIP	PHONE	FAX
NCR Business Continuity Solutions		1811 S. Main St., SDC-2	Dayton, OH 45479	937/445-2829	937/445-5983
Pitney Bowes Business Recovery Svs.		23 Barry Pl.	Stamford, CT 06926-0700	203/326-6035	203/326-6186
Rapid Recovery Networks, Inc.		868 Corcoran Ct.	Benicia, CA 94510	877/776-9898	877/776-9898
Recovery Resources		P.O. Box 2646	Orlando, FL 32802-2646	407/851-7657	407/850-9537
Simon Systems, Inc.		323 Lake Hazetine Dr.	Chaska, MN 55318	612/448-9922	612/448-9993
Subterranean Data Storage		2033 3rd Ave. N	Lewiston, ID 83501	208/746-2188	208/743-2799
SunGard Availability Services		6675 S. Kenton St., Ste. 106	Englewood, CO 80111	303/768-7887	
SunGard Recovery Services Inc.		1285 Drummers Ln.	Wayne, PA 19087	610/341-8700	640/341-0752
SunGard Recovery Services Inc.		7755 Center Ave., #1200	Huntington Beach, CA 92647	714/889-8936	
Titan - World Class Safe Site		4949 Randolph Rd. NE	Moses Lake, WA 98837	509/762-1332	509/762-1306
United Recovery Services Co.		100 Dobbs Ln., Ste. 110	Cherry Hill, NJ 08034	856/427-5700	856/354-8855
Vanguard Vaults		9750 Kent St.	Elk Grove, CA 95624		
Vault Management Inc.		1805 W. Detroit St.	Broken Arrow, OK 74012	918/258-7781	918/258-7785
Wang Recovery Services		300 Concord Rd., M/S C27-111	Billerica, MA 01821	978/671-0830	978/671-0839

Bid Information

Bid Number: 103440RFL
Bid Title: IBM Data Center Disaster Recovery Services
Bid Type: Service
Department: Internal Services Department
Commodity: EMERGENCY BACK-UP SERVICES AND FACILITIES FOR DATA PROCESSING
Open Date: 1/8/2004
Closing Date: 1/29/2004 12:00 PM
Bid Amount: \$200,000
Bid Download: [Available](#)
Bid Description: Brief Description: THIS IS A REVISED SOLICITATION THAT REPLACES THE INVITATION FOR BIDS NUMBER 103371RFL RELEASED November 30, 2003 UNDER THE SAME TITLE AND CANCELLED January 5, 2004.

The County of Los Angeles Internal Services Department is issuing this Request for Proposals to solicit proposals for a contract with an organization that can provide alternate site disaster recovery services for the Internal Service Department's IBM Data Center.

Disaster recovery services required by the County include the following, however interested Proposers should obtain and read thoroughly the RFP for a complete description of the County's requirements.

- A Hot Site fully equipped to load and operate the County's operating systems and data files within 24 hours of a disaster declaration and for a period up to 6 weeks;
- A Cold Site ready for installation and operation of County owned computer equipment within 15 days of request to the Contractor and for a period up to one year;
- A Local Recovery Site to house County programming and operations staff available within 24 hours of a disaster declaration and for a period up to one year and six weeks;
- Recovery test time consisting of one 96 contiguous hour test period annually each contract year.

Contact Name: Roger Long
Contact Phone: (323) 267-2563
Contact Email: rlong@isd.co.la.ca.us
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COUNTY OF LOS ANGELES
COMMUNITY BUSINESS ENTERPRISE PROGRAM (CBE)

FIRM INFORMATION		SunGard
Cultural/Ethnic Composition		% of Ownership
OWNERS/PARTNERS	Black/African American	0%
	Hispanic/Latin American	0%
	Asian American	0%
	American Indian/Alaskan	0%
	All others	Publicly Traded
	Women (included above)	0%
		Number
	Number of owners/partners	0
		Number
MANAGER	Black/African American	0
	Hispanic/Latin American	0
	Asian American	0
	American Indian/Alaskan	0
	All others	0
	Women (included above)	0
STAFF	Black/African American	0
	Hispanic/Latin American	0
	Asian American	0
	American Indian/Alaskan	0
	All others	0
	Women (included above)	0
TOTAL # OF EMPLOYEES		0
BUSINESS STRUCTURE		Corporation
County Certification		
CBE		N/A
LSBE		N/A
OTHER CERTIFYING AGENCY		N/A

CIO ANALYSIS

REQUEST FOR APPROVAL AND AWARD OF DISASTER RECOVERY SERVICES CONTRACT TO SUNGARD RECOVERY SERVICES LP (All Districts 3-votes)

CIO RECOMMENDATION: ☒ APPROVE ☐ APPROVE WITH MODIFICATION
☐ DISAPPROVE

Contract Type:

☒ New Contract ☐ Contract Amendment ☐ Contract Extension
☐ Sole Source Contract

New/Revised Contract Term: Base Term: 3 Yrs # of Option Yrs 2

Contract Components:

☐ Software ☒ Hardware ☒ Telecommunications
☒ Professional Services

Project Executive Sponsor: Dave Lambertson, Interim Director, Internal Services Department

Budget Information :

Y-T-D Contract Expenditures	\$ Not-applicable.
Requested Contract Amount	\$ 180,000 for fixed annual subscription cost with two 1-year renewal options.
Aggregate Contract Amount	\$ 540,000 minimum estimated cost for three years.

Project Background:

Yes	No	Question
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project legislatively mandated? Board motion.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Is this project subvented? If yes, what percentage is offset?

Strategic Alignment:

Yes	No	Question
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project in alignment with the County of Los Angeles Strategic Plan? Goal number 3 of Organization Effectiveness.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project consistent with the currently approved Department Business Automation Plan?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Does the project technology solution comply with preferred County of Los Angeles IT Standards? However, this is a transitional agreement to allow time to move to another IT solution.

Project/Contract Description:

The purpose of this Agreement is to provide continuing access to Disaster Recovery Services for the Internal Services Department's (ISD) IBM computer systems housed at the Downey Data Center. In the event that the Data Center is not accessible and/or the IBM computer systems are inoperable due to a disaster. The IBM systems support mission critical applications for ISD, Sheriff, Courts, Assessor and others. The County would suffer irreparable harm if the IBM Data Center is rendered inoperable due to a disaster and services are not restored. The proposed contract would allow ISD to meet its obligations for disaster recovery preparedness for the IBM portion of Data Center by providing alternate-site data processing facilities at Sungard Recovery Services, LP (Sungard) locations to allow ISD to recover its IBM operations.

Background:

The Current Disaster Recovery Agreement with Comdisco commenced on February 1, 1999, with a 3-year term and two optional one-year extensions and month-to-month extensions for two months. The contract expires March 31, 2004. No extensions of time remain. Comdisco, Inc was acquired by Sungard on November 15, 2001.

At the time of your Board's approval of the Comdisco Agreement on January 19, 1999, the Interim Director of Internal Services (ISD), Chief Administrative Officer (CAO), and the Chief Information Officer (CIO) were directed to take several actions to strengthen the County's disaster recovery capability. In response to the Board's direction, the State of California was approached to investigate their interest in developing a shared capability that might reduce our respective costs. The State felt they were not positioned to pursue a joint disaster recovery capability at the time. ISD has tested and updated its Disaster Recovery Plans for its IBM and UNISYS Systems based on findings in the tests. The CAO, ISD and CIO are actively addressing countywide business continuity planning and countywide disaster recovery as a component of that planning.

Project Justification/Benefits:

The benefits of having available Disaster Recovery Services will enable critical applications that are processed on the IBM computer system to be recovered, and allow continued operations within 24 hours of the County's declaration of a disaster. The vendor will maintain the necessary hardware and software configuration in a ready state to resume operations. These services are provided under the current contract. The delivery of County services is heavily dependent on the availability of computer-based applications that manage the vast amount of data and information required by the public. Without a disaster recovery services agreement, the systems could not be recovered and services restored in the timeframes established by the Department.

Project Metrics

The contract requires the vendor to participate in annual recovery testing at the County's request using their Disaster Recovery Services. Testing Services provides up to 96 contiguous hours per annual test. The annual testing provided the metrics required to evaluate the benefits of the proposed agreement.

Impact If Proposal Is Not Approved

If the proposal is not approved, the County's business operations that operate on the IBM computer system housed at the Downey Data Center would not be able to have an environment to recover its operations. This includes critical applications that would impact the business operations for Sheriff, Assessor, Auditor-Controller, Treasurer-Tax Collector, ISD and other County departments.

Alternatives Considered:

There have been other alternatives considered that may be a viable solution in the event of a significant disaster. These alternative solutions are being addressed and planned as part of the Countywide Business Continuity Planning (BCP) efforts that is being lead by this office.

Project Risks:

A notable project risk is not having a guarantee that when we declare a disaster, the vendor may not be able to provide our hardware requirements at that time. This will significantly reduce our ability in performing a recovery of our computer systems to continue their operations, even though we have paid monies to provide a facility to recover our computer systems.

Risk Mitigation Measures:

To mitigate the risk described in Project Risks is a real challenge. Events are unpredictable, and the selected vendor has customers that are geographically widespread over the United States. The risk exists, however. Schedule A indicates that when this vendor learns of an approaching storm or other situation that might cause a Multiple Disaster, they shall monitor the situation and use commercially reasonable efforts to coordinate contingency plans with all potentially affected subscribers. Noted are other terms that provide protection for multiple disasters, for example, no other customer of this vendor shall be granted any greater rights of access to or use recovery resources than are granted to the County in this agreement.

Financial Analysis:

In reviewing the financials, the current contract is due to expire March 31, 2004 and along with the proposed costs for the new agreement, the cost increased in many areas. The cost increase ranged from 1.5 to 2.5 times for the following areas: Monthly Subscription and Network Fee, Hot Site Disaster Declaration Fee (per occurrence), and Hot Site Daily Usage Fee (per day).

The variance between the current contract and the proposal, for Monthly Subscription Fees only, has increased by ninety-two percent. This includes annual Hot Site configuration based on the provided County's specifications that includes ninety-six hours of test time and labor cost for support of the County's testing.

Additional proposed costs specified, but not priced in the current contract are: Additional Test Time Hourly Fee, Local Recovery Site Disaster Declaration Fee (per occurrence) and Daily Usage Fees.

The current contract has pricing for Cold Site Disaster Declaration Fee (per occurrence), but is included in the proposal contract as part of the Hot site cost. The Cold Site Daily Usage Fee (per day) was reduced by twenty-five percent in the proposed contract.

Overall, the cost increase incurred is due to expanding the hardware capacity. Capacities for the processor were doubled, and the DASD was tripled, as well as increased network capacity and the provision of Internet connectivity.

CIO Concerns:

This agreement is specific to the IBM computer system for their Disaster Recovery Services. This vendor has a similar agreement for recovery capabilities for the Unisys computer system. Our office is concerned with the lack of recovery capabilities for the Midrange Computing environment; it is also housed at the Downey Data Center. As part of Business Continuity Planning, we would like to address potential solutions that would allow this environment to be included in a similar agreement.

CIO Recommendations:

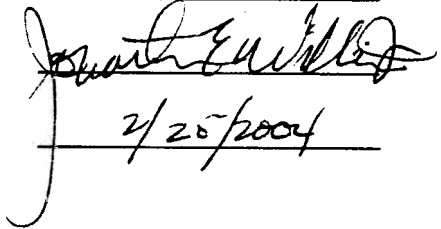
Our recommendation is to approve this contract to maintain our ability to recover critical applications, as well as other applications being processed on the IBM computer system at the Downey Data Center. Based on current technology being deployed, 24 hours to recover critical applications can be improved as we move forward in enhancing our recovery capabilities.

CIO APPROVAL

Date Received: February 23, 2004

Prepared by: Robert Pittman

Date: February 25, 2004

Approved: 

Date: 2/25/2004